

	 Weekly Report	Week Ending				Overall Total
		8/15/2020	8/8/2020	8/1/2020	7/25/2020	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,318	1,402	1,380	1,133	5,233
	# Indexes Complete	1,176	976	997	752	3,901
	% Indexed Complete	89.2%	69.6%	72.2%	66.4%	74.5%
	# Indexes unreachable (Max Attempts)	136	385	334	356	1,211
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	10.3%	27.5%	24.2%	31.5%	23.2%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,318	1,402	1,379	1,130	5,229
	Average time from Index Received to Index Reached	0.12:36:45	0.11:17:22	0.09:06:27	0.16:49:03	0.17:44:11
	Average Index Handle Time	0.00:10:47	0.00:11:11	0.00:11:17	0.00:10:43	0.00:10:51
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	82.3%	66.3%	71.3%	64.2%	71.2%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.8%	99.2%	99.8%	100.0%	99.7%
Contacts	# contacts generated	2,200	1,992	2,016	1,605	7,813
	# contacts generated per Index Complete	1.9	2.0	2.0	2.1	2.0
	# contacts complete	1,913	1,451	1,344	1,004	5,712
	% contacts complete	87.0%	72.8%	66.7%	62.6%	73.1%
	# contacts unreachable (Max Attempts + missing phone numbers)	278	498	641	550	1,967
	% contacts unreachable (Max Attempts + missing phone numbers)	12.6%	25.0%	31.8%	34.3%	25.2%
	# contact completed (all completions + at least 1 attempt)	2,200	1,992	2,016	1,605	7,813
	Average Time from Contact Generated to Contact Reached	0.06:26:25	0.06:09:05	0.13:58:16	0.20:39:57	0.12:39:02
	Average Contact Handle Time	0.00:10:39	0.00:11:01	0.00:09:59	0.00:09:37	0.00:10:20
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	81.0%	68.9%	64.0%	59.2%	70.7%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.6%	99.9%	99.8%	100.0%	99.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0:10:33:07	0:15:54:06	1:01:03:10	1:09:47:31	0:15:02:29